



**NORBURN**  
LIGHTING & BATH CENTRE

A DIVISON OF ROBINSON LIGHTING LTD.

4600 Hastings Street  
Burnaby, BC V5C 2K5  
P: (604) 299-0666  
F: (604) 299-6284

For Office Use Only:

Salesperson: \_\_\_\_\_

Matrix: \_\_\_\_\_

Customer Type: \_\_\_\_\_

Manager Approval: \_\_\_\_\_

## COD ACCOUNT

LEGAL COMPANY NAME: \_\_\_\_\_

TRADE NAME (if applicable): \_\_\_\_\_

BILL TO ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ PROV: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

SHIP TO ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ PROV: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

TELEPHONE: (    ) \_\_\_\_\_ CELL: (    ) \_\_\_\_\_ FAX: (    ) \_\_\_\_\_

EMAIL INVOICES TO: \_\_\_\_\_

BUSINESS ID #: \_\_\_\_\_

PST WILL BE CHARGED ON ALL ORDERS UNLESS A PST EXEMPTION NUMBER IS PROVIDED

PST EXEMPTION #: \_\_\_\_\_ REQUEST A REMITTER AGREEMENT TO NOT PAY ECO FEES: ☐ YES ☐ NO

TYPE OF BUSINESS: ☐ CORPORATION ☐ SOLE PROPRIETORSHIP ☐ PARTNERSHIP      YEAR ESTABLISHED: \_\_\_\_\_

NAMES OF OWNERS	TITLE	ADDRESS	PHONE NUMBER
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_____	_____	_____	_____
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_____	_____	_____	_____
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IS PO REQUIRED: ☐ YES ☐ NO    ACCOUNT TERMS: ☐ COD

NATURE OF BUSINESS: \_\_\_\_\_

ARE YOUR CUSTOMERS ALLOWED TO CHARGE DIRECT TO YOUR ACCOUNT ☐ YES ☐ NO

WHO TO CALL FOR CHARGE AUTHORIZATION: \_\_\_\_\_

REFERRED BY/SALESPERSON: \_\_\_\_\_

PLEASE SELECT TO RECEIVE COMPANY PRODUCT UPDATES:    YES    NO

**PLEASE EMAIL COMPLETED APPLICATION TO [ar@norburn.com](mailto:ar@norburn.com)**





# NORBURN

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Norburn Lighting and Bath Centre strives to provide customers with the best customer experience in store, and online, and works to provide a hassle-free return policy.

## **Products may be returned under the following conditions:**

- Within 90 days from purchase
- Not installed (no cut wires)
- Original packaging
- Resalable condition / no missing parts

Returns must be approved and may be subject to a restocking fee, up to 50%. We cannot accept returns on products marked 'Final Sale.' Custom orders are considered Final Sale and are non-refundable.

## **Returning Online Orders**

If your return satisfies the above requirements, please email **[sales@norburn.com](mailto:sales@norburn.com)** to obtain approval for return. You can return items in store to our Burnaby showrooms, or ship return, however shipping costs must be covered by customer and a tracking number must be provided to **[sales@norburn.com](mailto:sales@norburn.com)**. The customer is responsible for the returned merchandise until it is received by our warehouse staff.

Once a return is reviewed and approved, a refund will be issued at the original price.

## **Defective / Damaged Product:**

Items received as damaged or defective, along with other discrepancies, such as missing parts, must be reported to **[sales@norburn.com](mailto:sales@norburn.com)** or any of the branches within 14 days after purchase.

Many of our vendors have help phone lines you can call where they will help troubleshoot any issues you are facing and determine if the product should be replaced. The branch can test the product in-store as well if needed.

Thank you for your business,

**Norburn Lighting and Bath Centre ®**





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**Congratulations on your recent purchase from Norburn Lighting and Bath Centre.**

We make every effort to ensure the quality and durability of all of our products. As part of this on-going commitment to customer satisfaction, we are proud to support our suppliers and their warranties.

## 1 YEAR LIMITED RL WARRANTY

This 1 Year Limited Warranty extends to the original user or purchaser for a period of 365 days from the date of purchase. The 1 Year Warranty covers any defects in your purchased product occurring under normal use during the warranty period. During this 1 Year Warranty Period, Norburn Lighting and Bath Centre, in conjunction with our suppliers, will replace, at no charge, either the entire product or any part(s) and/or component(s) deemed to be defective related to manufacturing issues. The Limited Warranty does not apply to product deficiencies resulting from improper controls, improper storage conditions, installation procedures, malfunctions or damage not directly resulting from product defects existing at the time of purchase. Broken glass found at the time of purchase will be replaced free of charge. **This Limited Warranty does not include installation costs related to the product under warranty.**

## 3 YEAR LIMITED (1-YEAR CONDITIONS+)

Norburn Lighting and Bath Centre offers a 3 Year Manufacturer Limited Warranty on all LED bulbs. This 3 Year Warranty extends to the original user or purchaser for a period of 3 years from the date of purchase. During this 3 Year Warranty period, Norburn Lighting, in conjunction with our suppliers will work together to resolve LED bulb related issues and suppliers will replace said bulbs with what is current in LED technology. The 3 Year Limited Warranty does not apply to product deficiencies resulting from improper controls, improper storage conditions, installation procedures, malfunctions or damage not directly resulting from product defects existing at the time of purchase. **This 3-Year Manufacturer Limited Warranty does not include installation costs related to the LED product under warranty.**

## 5 YEAR LIMITED (1 YEAR CONDITIONS+)

Norburn Lighting and Bath Centre also offers a 5 Year Manufacturer Limited Warranty on all LED fixtures. This 5 Year Warranty extends to the original user or purchaser for a period of 5 years from the date of purchase. During this 5 Year Warranty period, Norburn Lighting staff will act on your behalf with the supplier to resolve issues relating to your LED fixture and suppliers will replace or repair said fixtures or components with what is current in LED technology. The 5 Year Limited Warranty does not apply to product deficiencies resulting from improper controls, improper storage conditions, installation procedures, malfunctions or damage not directly resulting from product defects existing at the time of purchase. **This 5-Year Limited Warranty does not include installation costs related to the LED product under warranty.**

To obtain the warranty service, you must contact Robinson Lighting directly. Our friendly and knowledgeable staff will determine the nature of the problem affecting your product(s) and work with you to resolve the issue.

Thank you for your business,

**Norburn Lighting and Bath Centre ®**